

What is claimed is:

1. A visiting customer management system including a storage medium carried by a customer, in which at least customer identification information is stored, and a non-
5 contact detector that detects in a non-contact manner the information stored in said storage medium and that is arranged in a shop, comprising:
a customer information storage device in which at least the customer identification information
10 and a group to which said customer belongs are stored in advance; and
a visiting-customer information storage device in which customer identification information detected by said non-contact detector is stored in
15 association with a detection time at which the customer identification information is obtained.
2. A visiting customer management system according to Claim 1, wherein said storage medium is a radio-frequency identification (RFID) tag.
- 20 3. A visiting customer management system according to Claim 1, wherein: customer identification information on other customer who belongs to the same group as said customer is stored in said visiting-customer information storage device; and if the difference between a detection
25 time at which the customer identification information on said customer is detected and a detection time at which the customer identification information on other customer is detected falls within a predetermined period of time, said customer is recognized to have come with another
30 member of the group.
4. A visiting customer management system according to Claim 3, wherein if said customer is recognized to have come with another member of the group, a reward is given to said customer.
- 35 5. A visiting customer management system according to Claim 1, further comprising a terminal that includes a detector which detects customer identification

information, wherein: when said detector included in
said terminal detects customer identification
information, customer identification information on other
customer who belongs to the same group as said customer
5 is read from said customer information storage device;
and when the customer identification information on other
customer who belongs to the same group as said customer
is stored in said visiting-customer information storage
device, if the difference between a detection time at
10 which the customer identification information is detected
and a detection time at which the customer identification
information on other customer is detected falls within a
predetermined period of time, said customer is recognized
to have come with another member of the group.

15 6. A visiting customer management system according
to Claim 5, wherein said terminal is a POS terminal.

7. A visiting customer management system according
to Claim 1, further comprising a terminal that includes a
detector which detects customer identification
20 information, and a host computer that judges whether a
customer has come with other member of a group to which
he/she belongs, wherein:

when said detector included in said
terminal detects customer identification information,
25 said terminal reads customer identification information
on other customer, who belongs to the same group as said
customer, from said customer information storage device,
and notifies said host computer of the read customer
identification information; and

30 when the customer identification
information on other customer who belongs to the same
group as said customer is stored in said visiting-
customer information storage device, if the difference
between a detection time at which the customer
35 identification information on said customer is detected
and a detection time at which the customer identification
information on other customer is detected falls within a

predetermined period of time, said host computer judges that said customer has come with another member of the group.

5 8. A visiting customer management system according to Claim 1, further comprising a terminal that includes a detector which detects customer identification information, and a host computer that judges whether a customer has come with other member of a group to which he/she belongs, wherein:

10 when said detector included in said terminal detects customer identification information, said terminal notifies said host computer of the customer identification information;

15 said host computer reads customer identification information on another customer, who belongs to the same group as said customer, from said customer information storage device; and

20 when the other customer identification information on another customer who belongs to the same group as said customer is stored in said visiting-customer information storage device, if the difference between a detection time at which the customer identification information on said customer is detected and a detection time at which the customer identification information on other customer is detected falls within a
25 predetermined period of time, said host computer judges that said customer has come with another member of the group.

30 9. A visiting customer management system including a storage medium carried by a customer, in which at least customer identification information is stored, and a non-contact detector that detects in a non-contact manner the information stored in said storage medium and that is arranged in a shop, comprising:

35 a customer information storage device in which the customer identification information and a group to which said customer belongs are stored in advance; and

a terminal including a detector that detects customer identification information, wherein:

said detector included in said terminal detects the customer identification information on said customer;

said non-contact detector obtains customer identification information on other customers that are present in said shop;

when customer identification information on other member of the group to which said customer belongs corresponds to one of the pieces of customer identification information on other customers that are present in said shop, said customer is recognized to have come with another member of the group.

10. A visiting customer management system according to Claim 9, wherein said storage medium is an RFID tag.

11. A visiting customer management system according to Claim 9, wherein said terminal is a POS terminal.

12. A visiting customer management system according to Claim 9, wherein said non-contact detector is arranged so that it can simultaneously detect the pieces of customer identification information on all the customers that are present in said shop.

13. A visiting customer management system according to Claim 9, wherein when said customer is recognized to have come with other member of the group, a reward is given to said customer.

14. A visiting customer management system including a storage medium carried by a customer, in which at least customer identification information is stored, and a non-contact detector that detects in a non-contact manner the information stored in said storage device and that is arranged in a shop, comprising:

a customer information storage device in which the customer identification information and a group to which said customer belongs are stored in advance;

a terminal including a detector that

detects customer identification information; and

a host computer, wherein:

when said detector included in said
terminal detects the customer identification information
5 on said customer, said terminal notifies said host
computer of the detected customer identification
information;

said host computer obtains customer
identification information on other customer, who belongs
10 to the same group as said customer, from said customer
information storage device, and notifies said terminal of
the customer identification information on other
customer; and

if one of pieces of customer
15 identification information on other customers that are
present in said shop corresponds to the customer
identification information on other member who belongs to
the same group as said customer, said terminal judges
that said customer has come with other member of the
20 group.

15. A visiting customer management system according
to Claim 14, wherein said storage medium is an RFID tag.

16. A visiting customer management system according
to Claim 14, wherein said terminal is a POS terminal.

25 17. A visiting customer management system according
to Claim 14, wherein said non-contact detector is
arranged so that it can simultaneously detect the pieces
of customer identification information on all the
customers in said shop.

30 18. A visiting customer management system according
to Claim 14, wherein when said customer is recognized to
have come with other member of the group, a reward is
given to said customer.

35 19. A visiting customer management system including
a storage medium carried by a customer, in which at least
customer identification information is stored, and a non-
contact detector that detects, in a non-contact manner,

the information stored in said storage device and that is arranged in a shop, comprising:

5 a customer information storage device in which the customer identification information and a group to which said customer belongs are stored in advance;

a terminal including a detector that detects customer identification information; and

10 a host computer, wherein:
said detector included in said terminal detects the customer identification information on said customer;

said non-contact detector detects pieces of customer identification information on other customers that are present in said shop;

15 said host computer is notified of the detected customer identification information and the detected pieces of customer identification information on other customers that are present in said shop; and

20 if customer identification information on other member of the group to which said customer belongs corresponds to one of the pieces of customer identification information on other customers that are present in said shop, said host computer judges that said customer has come with another member of the group and
25 notifies said terminal of the result of the judgment.

20. A visiting customer management system according to Claim 19, wherein said storage medium is an RFID tag.

21. A visiting customer management system according to Claim 19, wherein said terminal is a POS terminal.

30 22. A visiting customer management system according to Claim 19, wherein said non-contact detector is arranged so that it can simultaneously detect the customer identification information of all the customers in said shop.

35 23. A visiting customer management system according to Claim 19, wherein when said customer is recognized to have come with other member of the group, a reward is

given to said customer.